(b) if so, what steps Government have taken to improve the facilities and services to the customers?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) No, Sir.

(b) The following steps have been taken to further improve the facilities and services to the customers:—

(i) Fault repair service have been computerised in 416 exchanges out of 513 exchanges of 1000 lines and above capacity. The work is in progress in a phased manner for computerisation of fault repair service in remaining exchanges.

(ii) Pagers have been provided to line staff whereever possible for speedy movement of field staff to attend complaints.

(iii) Rehabilitation of external plant and provision of internal DPs.

Expansion of Telephone Exchanges in Jammu and Kashmir

2600. SHRI GHULAM NABI AZAD: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are taking any steps for expansion of the electronic telephone exchanges in Jammu and Kashmir; and

(b) if so, by when it is likely to be expanded?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) Yes, Sir.

(b) The existing capacity of telephone exchanges in Jammu & Kashmir Telecom circle have been expanded by 45301 lines during the current year.

Telephone facility in post offices/sub-post offices in Jammu and Kashmir

2601. SHRI GHULAM NABI AZAD: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether public telephone facility is available in all post-offices/sub post-offices in Jammu and Kashmir;